

<b>Notice of References Cited</b>	Application/Control No. 09/919,302	Applicant(s)/Patent Under Reexamination SARLAY ET AL.	
	Examiner Rebecca M Bachner	Art Unit 3623	Page 1 of 1

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
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**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Reynolds, Penny. "The Science of Call Center Management". Communication News. October 1998. Vol. 35. Iss. 10. Pg. 64. Downloaded from Proquest.
	V	Hollman, Lee. "Keeping on Schedule with Workforce Management Software." Call Center Magazine. April 2001. Vol. 14. Iss. 4. Pg. 70. Downloaded from Proquest.
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\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
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